

DECLARATION FOR PATENT APPLICATION

Attorney Docket No: 190250-1710

As the below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am an original, first and sole inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled **Workforce Planning System Incorporating Historic Call-Center Related Data**, the specification of which:

is attached hereto.
 was filed on _____ as Application Serial No. _____

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, §1.56.

I/we hereby claim foreign priority benefits under Title 35, United States Code, 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America listed below and have also identified below any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed:
NOT APPLICABLE.

I hereby appoint Todd Mitchem, Reg. No. 40,731, Geoff Sutcliffe, Reg. No. 36,348, and all attorneys and agents of Thomas, Kayden, Horstemeyer & Risley, LLP/BellSouth IP Corp., who are listed under the USPTO Customer Number shown below, as my/our attorneys and agents to prosecute this application and to transact all business in the United States Patent and Trademark Office connected therewith, recognizing that the specific attorneys and agents listed under that Customer Number may be changed from time to time at the sole discretion of Thomas, Kayden, Horstemeyer & Risley, LLP, and request that all correspondence be addressed to the address filed under the same USTPO Customer Number.

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I hereby declare under penalty of perjury under the laws of the United States of America that all statements made herein of my own knowledge are true and correct and that all statements made on information and belief are believed to be true and correct; and further that these statements were made with the knowledge that willful false statement and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Inventor's Signature: Jane S. Parker Date: 12/12/03

Full Name of Inventor: Jane Smith Parker

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